

SENIOR SERVICES FLEET SUPERVISOR

GRADE: 14

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Senior Services Fleet Supervisor performs difficult human support and intermediate administrative work in the planning, scheduling and administering the City's Senior Citizen Bus transportation system. Work involves considerable responsibility for inspection and scheduling of services to fleet, transporting and assisting senior citizens and disabled persons to and from various scheduled destinations utilizing a proactive approach. The physical demands are moderate and the working conditions can be somewhat disagreeable. The work is subject to general policy direction with general supervisory review and affects individual citizens with meaningful impact.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Provides prompt, efficient and safe bus service for senior citizens and disabled City residents.
- Physically assists passengers when necessary.
- Maintains daily ridership records.
- Develops schedules for daily runs and special trips.
- Monitors daily schedules and maintenance of all senior buses.
- Performs routine maintenance inspections of all senior buses.

- Arranges for road assistance to bus drivers experiencing mechanical problems with equipment.
- On-call when senior buses are in use including evenings and weekends.
- Reports and monitors all bus repairs with motor vehicle maintenance.
- Trains full and part-time drivers on bus routes, job responsibilities, daily mechanical checks of the buses and ensures that new drivers are knowledgeable of routes and schedule updates.
- Performs diagnostic evaluations of buses and arranges for alternative transportation when necessary.
- Performs related work as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and three years of experience in operating multi passenger vehicles (i.e. vans, buses, etc.). Possession of motor vehicle class CDL operator's license with a passenger endorsement, as issued by the Maryland Department of Motor Vehicles (or applicant's state of residence). Must have CPR and First Aid training or ability to obtain certification within six weeks of employment.

Preferred Knowledge, Skills and Abilities:

- Knowledge of Rockville and the nearby vicinity.
- Knowledge of traffic laws and regulations applicable to equipment operation.
- Knowledge of the hazards of equipment operation and of appropriate safety precautions.
- Ability to operate various types of buses efficiently and safely.
- Ability and willingness to deal with riders in an efficient, courteous and patient manner.
- Ability to plan, organize the work of a group of others in a manner conducive to full performance and high morale.
- Ability to establish and maintain effective working relationships with superiors and employees, customers and the general public contacted in the course of work.
- Ability to make decisions recognizing established precedents and practices and to use resourcefulness in meeting new problems.
- Ability to follow oral and written instructions.
- Ability to recognize potential problems and take proactive approach to maintenance and cleanliness of buses.